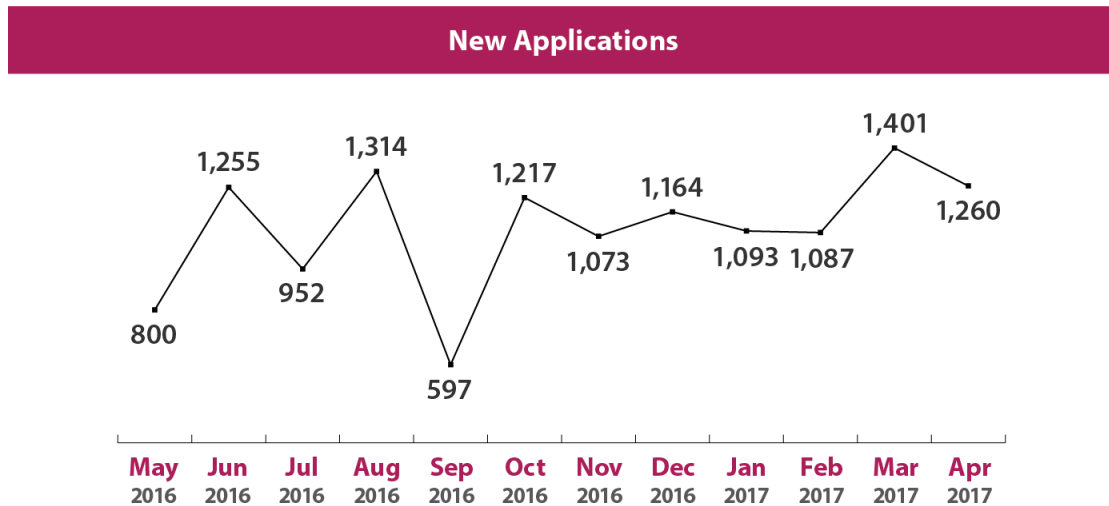**UTAH STATE OFFICE OF**
REHABILITATION

USOR

April 2017 Performance Data:
Disability Determination Services

The Social Security Administration (SSA) establishes and reviews the performance metrics and outcomes for the Utah Disability Determination Services (DDS). SSA general performance requirements for DDS includes tracking the number of applications DDS processes, the average number of determinations made per full-time employee, accuracy rates, and the processing times. DDS also performs quality and fraud control by conducting extensive internal reviews and submitting cases to SSA for external reviews.
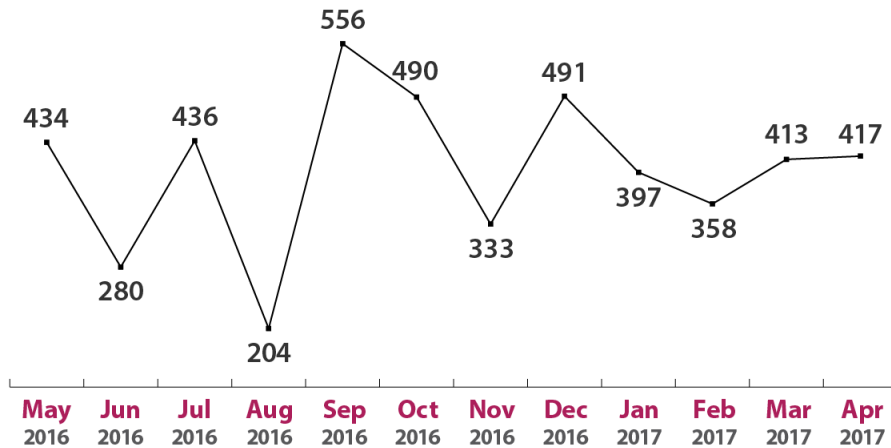
Applications
DDS processes approximately 20,000 cases per year to examine the eligibility of new applications to the SSA program, applications for claimants that did not quality for SSA benefits previously, and current claimants that are subject to periodic review.

New Applications

	May 2016	Jun 2016	Jul 2016	Aug 2016	Sep 2016	Oct 2016	Nov 2016	Dec 2016	Jan 2017	Feb 2017	Mar 2017	Apr 2017
	800	1,255	952	1,314	597	1,217	1,073	1,164	1,093	1,087	1,401	1,260

Applications (continued)

Application Reconsiderations

	May 2016	Jun 2016	Jul 2016	Aug 2016	Sep 2016	Oct 2016	Nov 2016	Dec 2016	Jan 2017	Feb 2017	Mar 2017	Apr 2017
	434	280	436	204	556	490	333	491	397	358	413	417

Ongoing Disability Reviews

	May 2016	Jun 2016	Jul 2016	Aug 2016	Sep 2016	Oct 2016	Nov 2016	Dec 2016	Jan 2017	Feb 2017	Mar 2017	Apr 2017
	690	532	848	614	464	106	1,164	524	447	392	497	373
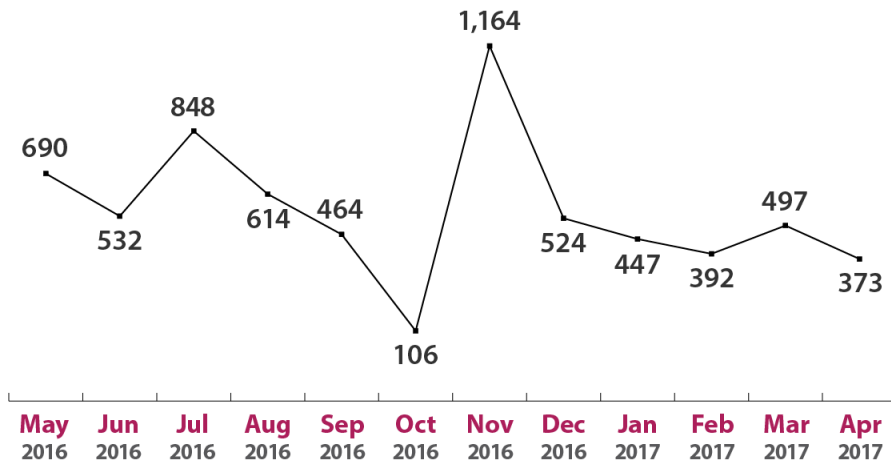
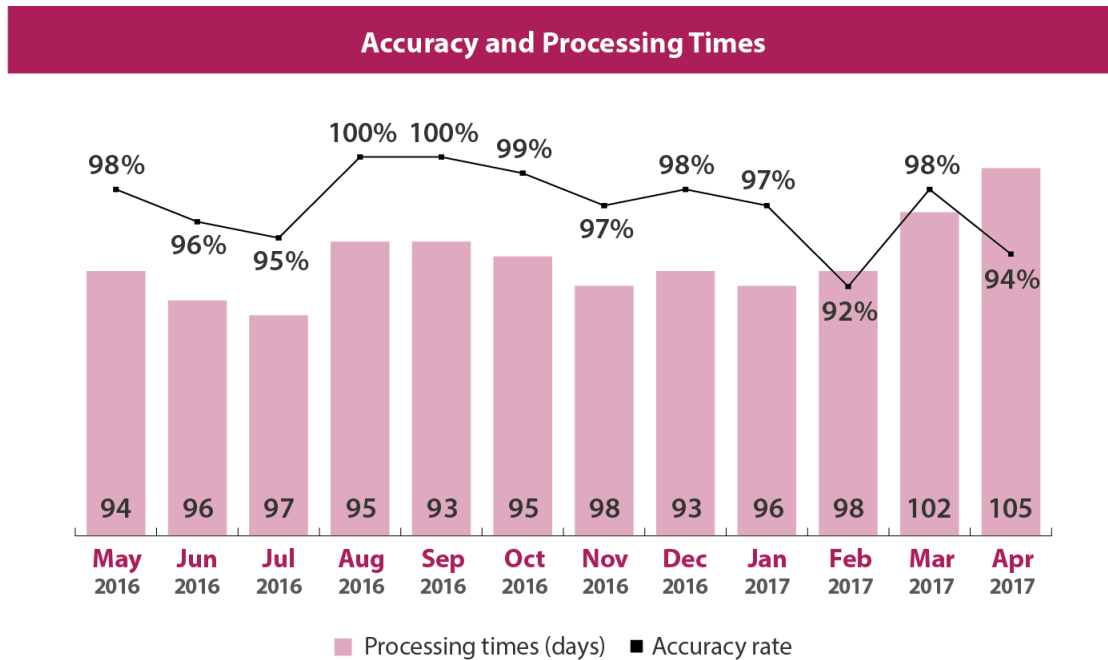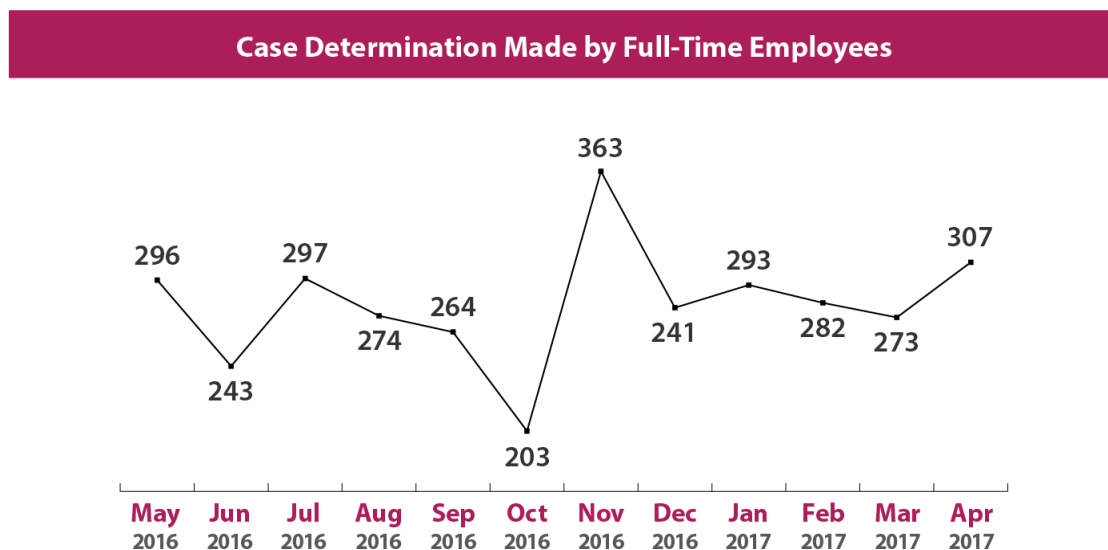## Accuracy and Processing Times

SSA selects a random number of DDS claims and reviews for accuracy of the claimant's eligibility for SSA benefits. DDS will conduct an internal review of approximately 400 cases per month to ensure DDS is above SSA's goal of 97%.

Accuracy and Processing Times

Month	Processing times (days)	Accuracy rate
May 2016	94	98%
Jun 2016	96	96%
Jul 2016	97	95%
Aug 2016	95	100%
Sep 2016	93	100%
Oct 2016	95	99%
Nov 2016	98	97%
Dec 2016	93	98%
Jan 2017	96	97%
Feb 2017	98	92%
Mar 2017	102	98%
Apr 2017	105	94%

Legend: ▮ Processing times (days) ■ Accuracy rate

Determinations

SSA measures the average of determinations made per employee each fiscal year. DDS calculates this average by dividing all cases with a determination to the total amount of full-time employees for the fiscal year. This provides a snapshot of the number of cases DDS examiners produce on average per year.

Case Determination Made by Full-Time Employees

Month	Value
May 2016	296
Jun 2016	243
Jul 2016	297
Aug 2016	274
Sep 2016	264
Oct 2016	203
Nov 2016	363
Dec 2016	241
Jan 2017	293
Feb 2017	282
Mar 2017	273
Apr 2017	307

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Fraud Prevention

DDS will submit requests for review to SSA for cases that appear potentially fraudulent. The referrals sent to SSA amount to a significant cost savings of monies used to support recipients of SSA benefits.

Fraud Prevention								
Month	**# of Referrals**	**# of Cases Opened by SSA**	**# of Cases Closed**	**Claims Denied or Ceased**	**Judicial Actions**	**SSA Savings***	**Non=SSA Savings****	**SSA Monies *****
Jun	22	15	16	16	0	$876,388	$959,122	0
Jul	20	19	19	16	0	$855,056	$949,112	0
Aug	32	11	16	16	0	$769,584	$1,096,342	0
Sep	16	0	16	16	0	$902,334	$939,102	0
Oct	20	0	16	15	0	$785,255	$933,388	0
Nov	18	0	17	16	0	$808,024	$1,053,466	0
Dec	19	-	14	16	0	$863,205	$917,664	$12,614
Jan	14	-	21	16	1	$980,012	$842,009	0
Feb	16	-	9	15	0	$861,530	$808,541	0
Mar	16	-	8	13	0	$698,694	$814,250	0
Apr	7	-	19	16	0	$814,250	$1,031,590	$4,645
Total YTD	200	45	171	171	1	$9,214,332	$10,344,586	$17,259
* SSA savings is a projected calculation based on whether the claimant filed for DIB, SSI, or both								
**Projected Medicare and/or Medicaid savings								